

Caretaker

Team	Environmental Services
Salary	£23,893.00
You will report to:	Environmental Services Team Leader
You will manage:	None

The Caretaker Team provide **high quality cleaning services** to internal and external communal spaces around our customers' homes. Working in high, medium, and low-rise blocks as well as sheltered & extra care schemes, and temporary accommodation, this includes providing high reach window cleaning to many sites.

We take ownership of what we do, managing our time and resources effectively ensuring we meet the needs of our customers. Our teams take pride in our work and go the extra mile as the face of Stockport Homes. An integral aspect of the role is to keep our eyes wide open, always safeguarding customers and our colleagues.

The Caretakers are experienced in providing excellent customer service and understand relevant health and safety regulations with experience and knowledge of the use of cleaning equipment, we are organised and have a can-do attitude.

Your responsibilities will include:

- ✓ Undertake cleaning duties within buildings or site assigned to you throughout the borough to ensure they are safe, clean, tidy and to the agreed standards
- ✓ Deliver excellent results by working proactively on areas which require intensive cleaning
- ✓ Report electronically, issues include repairs, environmental issues, & anti-social behaviour
- ✓ Provide initial response and investigations to environmental issues such as fly tipping
- ✓ Proactively identify opportunities to address neighbourhood issues and be actively involved in supporting engagement activities
- ✓ Mentoring, motivating and coaching volunteers, Apprentices', and colleagues
- ✓ Communicate effectively with all customers inc. stakeholders, partners, and agencies
- ✓ Be responsible for the cleanliness, safety, and security of any site assigned, adhering to all Risk Assessments, Safe Systems of Work & COSHH records
- ✓ Report Safeguarding concerns and adhere to Stockport Homes' policies and procedures
- ✓ Work alongside colleagues and key stakeholders to deliver high quality estate-based services to customers even when faced with challenging behaviours
- ✓ Undertake any training required to carry out the job safely, ensuring the wellbeing of both you and others around you
- ✓ Be responsible for monitoring and maintaining adequate stock levels so all cleaning and maintenance tasks can be carried out efficiently and effectively
- ✓ Deliver an excellent level of customer service at all times

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About you:

- ✓ A positive and enthusiastic approach to work and a desire to attain excellent standards
- ✓ Willingness to work flexibly across 7 days, with occasional weekend working patterns
- ✓ Good problem-solving skills & ability to work on own initiative and as part of a team
- ✓ Knowledge of health and safety and ability to work within health and safety procedures
- ✓ Strong communication skills using various communication methods
- ✓ Strong organisation skills and the ability to prioritise workload to ensure that tasks are completed at the right time and to the right standard
- ✓ A driving licence is essential
- ✓ Ability to carry out physical tasks within Health and Safety guidelines
- ✓ Ability to work with standard forms and maintain logs/records on digital systems
- ✓ Experience dealing with customers/members of the public
- ✓ Good knowledge and understanding of neighbourhood issues

What we offer:

Pension Access to a Social Housing Pension Scheme (SHPS).	Annual Leave 26 days, increasing to 28 days after 5 years' service.	Health Cash Plan Claim back a proportion of your everyday healthcare and medical expenses.
Retail Discounts Access to discounts providing savings on food and shopping.	Flexible Working Flexible/Hybrid working, to ensure a healthy work life balance.	Work Pattern Full Time 37 Hours across 7 days

Core Values

Ambition We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers.	Social Responsibility We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people.	Passion We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work.	Innovation We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things.	Respect We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships.	Excellence We continually improve how we work; challenging the status quo, learning from what goes well & always being professional.
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